Enhanced Supervisor Training Program

Optional 8 hour education unit program- 6.5 hours are required

This curriculum based program consists of nineteen (19) courses of which five (5) courses are optional. The program needs to be completed by July 1, 2014. After all of the required components have been completed the manager/supervisor can print a certificate of completion at the end of training for their personal record.

> ➢ All levels of management can self-register for this program. You can locate this program by logging into *ELM/Main Menu/Self-Service/Learning/Browse/SPD/BLR Training Catalog/*

Course Code	Enhanced Supervisor Training	Course Description	Status	Course Length
BLR_0102	Business Writing for Supervisors	The main objective of this training session is to provide information that can help you improve your writing skills.	O	23 min
BLR_0009	Coaching for Superior Employee Performance-- Techniques for Supervisors	The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand the techniques involved in successful coaching, and use coaching effectively to improve employee performance and help employees grow and develop.	R	27 min
BLR_0103	Communicating Up - How to Talk to High-Level Management	Your relationships with your boss and other senior managers are extremely important. And those relationships are based on effective communication. Learning how to communicate up the organizational ladder effectively, therefore, will help you maintain a successful partnership with higher-level management and assist you in fulfilling your duties as a supervisor.	R	32 min
BLR_0104	Conflict Resolution and Consensus Building	Workplace conflict may be based on disagreements over work procedures, different needs and interests, clashes of personalities, or a range of other situations and circumstances that lead to confrontations between or among employees. When you know how to build consensus among employees, you can enhance motivation and cooperation as well as create an atmosphere in which agreement generally prevails over conflict.	R	27 min
BLR_0105	Dealing with Change for Supervisors	The objective of this training session is to help you understand how to manage change in your department so that you can help your employees cope—and even thrive—in a changing work environment.	R	20 min
BLR_0106	Effective Communication for Supervisors	In your position as a leader in the organization, you need to be able to communicate effectively with employees, colleagues, and upper management.	R	24 min

BLR_0018	Effective Meetings - How-to for Supervisors	This training session covers planning and conducting effective meetings. We'll also briefly discuss how you can participate in other people's meetings more effectively.	O	22 min
BLR_0107	Encouraging Employee Input	The main objective of this session is to help you encourage employee input. By the time this session is over, you should be able to: Appreciate the benefits of employee input; Stimulate employees to develop ideas and suggestions for improvement; Use suggestion systems and other strategies for soliciting employee input effectively; and Respond positively to employee input and provide appropriate feedback and recognition.	R	18 min
BLR_0035	Leadership Skills - What New Managers and Supervisors Need to Know	This training session covers what it means to be an effective leader and provides you with the information you need to develop first-class leadership skills.	R	25 min
BLR_0038	Motivating Employees-- Tips and Tactics for Supervisors	The main objective of this session is to provide you with tips and tactics to motivate your employees to perform at their best. By the time this session is over, you should be able to recognize that motivators vary from person to person, find out what motivates your employees, use an effective arsenal of motivational techniques to help workers achieve peak performance, and encourage employees to reach their highest potential.	R	21 min
BLR_0108	Negotiation Skills For Supervisors	The main objective of this session is to help you develop and improve your negotiation skills. By the time the session is over, you should be able to: identify the purpose of negotiation, recognize the importance of having good negotiation skills, and negotiate effectively with a variety of people in the workplace to achieve goals and reach mutually beneficial agreements.	O	29 min
BLR_0109	New Supervisors' Guide to Effective Supervision	The main objective of this session is to help you be the best supervisor you can be. By the time the session is over, you should be able to: Identify key supervisory skills; Manage employees effectively; Promote superior employee performance; Achieve goals and objectives; and Project a competent, confident, and professional image.	R	25 min
BLR_0110	Performance Goals for Supervisors	The main objective of this session is to help you use goals to guide and improve employee performance so that all your employees can achieve at their highest potential.	R	18 min
BLR_0111	Planning and Organizing Skills for Supervisors	Planning and organizing are two of the key functions performed by any manager or supervisor. That makes good planning and organizing skills an extremely important asset. During this training session, you'll learn about how you can become better organized so that you can become more efficient and stop wasting valuable time. You'll also learn how to develop better plans so that you can achieve goals and be more successful.	R	28 min

BLR_0112	Problem Solving for Supervisors	The main objective of this session is to help you become a highly effective problem solver.	R	27 min
BLR_0113	Professional Behavior - What Supervisors Need to Know	Your success as a supervisor depends on conducting yourself in a professional manner at all times with everyone you come in contact with during the workday.	O	26 min
BLR_0114	Supervising Special Groups	The main objective of this session is to help you supervise special groups of employees more effectively. By the time the session is over, you should be able to: identify the needs of special groups of employees; avoid potential problems with young and older workers and non-English-speaking employees; supervise special groups more effectively; and obtain the best performance possible from each employee.	R	45 min
BLR_0115	Time Management for Supervisors	This training presentation will help you gain control over your time so that you can work more efficiently and productively. At the end of the training session, you will be able to identify and eliminate your time wasters; plan and prioritize effectively; define goals and make time-wise decisions; capitalize on prime and commuting time; avoid procrastination; and handle communications, interruptions, and emergencies effectively.	O	19 min
BLR_0069	Workplace Ethics for Supervisors	The objective of this training session is to help ensure that as an organization and as individuals we act ethically in all matters related to our business.	R	28 min
SPD_XXX	Certificate of Completion	Option to print program certificate	O	0 min

R= required to complete program
O= optional